



## INFORMATIONAL MEMO

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<b>TITLE:</b>	<b>CRITICAL INCIDENT TRAINING SERIES MODULES</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>NOVEMBER 13, 2020</b>
<b>DIVISION AND OFFICE:</b>	<b>CASE MANAGEMENT &amp; QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>CRITICAL INCIDENT REPORTING</b>
<b>KEY WORDS:</b>	<b>CRITICAL INCIDENT, CIRS, HCBS WAIVER, TRAINING, CMA, CASE MANAGEMENT AGENCY, SEP, SINGLE ENTRY POINT, CCB, COMMUNITY CENTERED BOARD</b>
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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

The purpose of this Informational Memo is to notify Case Management Agencies of the new online critical incident training modules available on the Department of Health Care Policy & Financing's (Department) Critical Incident Reporting (CIR) website.

### **Information:**

The Department has developed multiple new training modules regarding CIRs. The new training modules will provide Case Managers with reference guides and instructions that may be accessed at any time. There are four new training modules available to Case Managers which may be accessed through the Department's website on the [Home and Community-Based Services \(HCBS\) Waiver Critical Incident Reporting Web Page](#).

The four new online modules that are available are:

- Critical Incident Root Cause
- Critical Incident Fatal Five

- Entering a Critical Incident Report in the Benefits Utilization System (BUS)
- Critical Incident Follow-up

Case Managers are to utilize the new trainings to ensure CIRs are being identified and reported correctly. The Department will continue to develop CIR-specific training and will provide notice as new online training modules are made available.

**Attachment(s):**

None

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